



**COUNTY OF LOS ANGELES**  
invites applications for the position of:

## **CONSUMER AFFAIRS SPECIALIST**

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**SALARY:** \$6,993.82 - \$9,173.10 Monthly  
\$83,925.84 - \$110,077.20 Annually

**OPENING DATE:** 10/31/16

**CLOSING DATE:** Continuous

### **POSITION/PROGRAM INFORMATION:**



**EXAM NUMBER**  
R1667B

**FIRST DAY OF FILING**  
November 2, 2016 at 8:00 a.m.

This examination will remain open until the needs of the service are met and is subject to closure without prior notice.

**TYPE OF RECRUITMENT**  
OPEN COMPETITIVE JOB OPPORTUNITY

### **DEFINITION:**

Provides consultative services on consumer protection issues to the management of the Department of Consumer and Business Affairs.

### **CLASSIFICATION STANDARDS:**

Positions allocable to this class are distinguished by their responsibility for carrying out special studies, projects, and assignments, requiring a specialized knowledge of rules, regulations, and statutes governing consumer protection. Positions in this class typically report to the Chief Deputy Director or Director of Consumer and Business Affairs and may be responsible for the supervision and coordination of specialized consumer and business service programs.

### **ESSENTIAL JOB FUNCTIONS:**

Analyzes Federal, State, and local legislation governing consumer protection, and recommends changes in existing legislation or the adoption of new legislation.

Analyzes rules and regulations promulgated by Federal, State and local regulatory agencies, and recommends changes as necessary.

Conducts special projects and assignments, complex investigations and management studies on departmental and consumer protection issues.

Develops and implements consumer education, outreach and awareness programs, and creates consumer protection educational materials.

Assists the Director of Consumer and Business Affairs in developing new systems, implementing administrative policies and procedures for educating consumers, resolving and mediating consumer complaints, and drafting appropriate protocols.

Acts as liaison with department management, Board offices, County departments, commissions, other governmental jurisdictions, and public officials on consumer protection, outreach, or educational

issues.

Analyzes data and prepares correspondence and reports on department activities.

Responds to sensitive or controversial inquiries or complaints on consumer protection issues and prepares official correspondence and materials as necessary.

Prepares analysis and recommendations to the Board of Supervisors on consumer protection issues.

Represents the Director of Consumer Affairs at meetings with other County departments or outside agencies as needed.

## **REQUIREMENTS:**

### **SELECTION REQUIREMENTS:**

**Option 1:** One year of experience in the service of Los Angeles County as a Consumer Affairs Representative III\*, Consumer Affairs Supervisor\*, or Public Information Assistant\*.

**Option 2:** A Master's degree or higher from an accredited\*\* college or university in Public Administration, Business Administration, Public Policy, Family and Consumer Services, or a related field.

**Option 3:** A Juris Doctor degree from an accredited\*\* college or university.

### **LICENSE:**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

### **PHYSICAL CLASS:**

2 - Light. Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stopping or squatting. Considerable walking may be involved.

### **SPECIAL REQUIREMENT INFORMATION:**

\*In order to qualify under option 1, applicants MUST have County status in this class, as evidenced by holding or having held such payroll title.

\*\*In order to qualify under option 2 or 3, you MUST include a legible copy of the official diploma, official transcripts, official letter, or certificate of completion from the accredited institution which shows the area of specialization with your application or within fifteen (15) calendar days from application submission.

## **ADDITIONAL INFORMATION:**

### **EXAMINATION CONTENT:**

This examination will consist of a written test weighted 100% that contains both computerized and paper-and-pencil components covering written expression, reading comprehension, data analysis and decision-making, verbal ability, professional potential, achievement, independence, influence, confidence and optimism, and reliability.

### **THE WRITTEN TEST IS NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.**

Candidates must achieve a passing score of 70% or higher on the examination in order to be placed on the eligible register.

### **TRANSFER OF SCORES:**

Applicants who have taken the identical written tests for the other exams within the last twelve (12) months will have their written test scores for the identical test part(s) automatically transferred to this examination. This includes any exams taken with the Los Angeles Superior Court. Candidates will be notified if their written test responses will be transferred.

This examination contains test part that may be used in the future for new examinations. Upon acceptance of your application, your scores will be transferred to the new examination, and may not be allowed to re-take any identical test part(s) for at least twelve (12) months.

Invitation letters for the written examination will be sent electronically to the email address provided on the application. It is important that candidates provide a valid email address. Please add [awong@hr.lacounty.gov](mailto:awong@hr.lacounty.gov) and [info@governmentjobs.com](mailto:info@governmentjobs.com) to your email address book and list of approved senders to prevent email notifications from being filtered as spam/junk mail.

Notice of Non-Acceptance and Final results will be sent via US mail. Written scores cannot be given over the phone.

### **TEST PREPARATION**

Study guides and other test preparation resources are available to help candidates prepare for employment tests through the Department of Human Resources website at <http://hr.lacounty.gov>. You can also access test preparation for the computerized portion of the test by going to [http://www.shldirect.com/practice\\_tests.html](http://www.shldirect.com/practice_tests.html). While the guides will help in preparing for the test, we advise you to review *all* related materials that you deem necessary.

### **ELIGIBILITY INFORMATION**

The names of candidates receiving a passing score in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

### **NO PERSON MAY COMPETE IN THIS EXAMINATION MORE THAN ONCE EVERY TWELVE (12) MONTHS.**

Applications will be processed on an as-received basis and promulgated to the eligible register accordingly.

### **VACANCY INFORMATION**

The eligible register resulting from this examination will be used to fill vacancies in the Department of Consumer and Business Affairs as they occur.

**AVAILABLE SHIFT:** Any

### **APPLICATION AND FILING INFORMATION**

Applications must be filed online only. Applications submitted by U.S. Mail, Fax, or in person will not be accepted. Any required documents must be submitted within fifteen (15) calendar days from application submission. We must receive your application by 5:00 p.m., PST, on the last day of filing.

Apply online by clicking on the green "**Apply**" button at the top right of this posting. You can also track the status of your application using this website.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the *SELECTION REQUIREMENTS*. Provide any relevant job experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, provide the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete, it will be rejected.

### **IMPORTANT NOTES:**

- Please note that **ALL** information included in the application materials is subject to **VERIFICATION** at any point during the examination and hiring process, including after an appointment has been made.
- **FALSIFICATION** of any information may result in **DISQUALIFICATION** or **RESCISSION OF APPOINTMENT**.
- Utilizing **VERBIAGE** from Class Specification and Job Bulletin serving as your description of duties **WILL NOT** be sufficient to demonstrate that you meet the requirements. Doing so may result in an **INCOMPLETE APPLICATION** and you may be **DISQUALIFIED**.

### **SOCIAL SECURITY NUMBER:**

Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.

### **COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:**

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

### **NO SHARING OF USER ID AND PASSWORD:**

All applicants must file their application online using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

**ADA Coordinator Email:** [adarequests@hr.lacounty.gov](mailto:adarequests@hr.lacounty.gov)

**Teletype Phone:** (800) 899-4099

**Alternate Teletype Phone:** (800) 897-0077

**California Relay Services Phone:** (800) 735-2922

**Department Contact Name:** Annie Wong  
**Department Contact Phone:** (213) 351-2948  
**Department Contact Email:** awong@hr.lacounty.gov

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## COUNTY OF LOS ANGELES Employment Information

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Any language contained in the job posting supersedes any language contained below.

### **Your Responsibilities:**

#### **1. Completing Your Application:**

- a. Before submission of the application, it is your responsibility to ensure that all information provided is correct and complete on the application. Incomplete applications cannot be accepted.
- b. Please list separately the PAYROLL TITLE for each job. Do not group your experience. Specify the beginning and ending dates for each job. If you are a County employee and have been promoted, do NOT list all of your time with the County under your present payroll title.
- c. Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.
- d. To receive APPROPRIATE CREDIT, include a copy of your diploma, transcript, certificate, or license as directed on the job posting.

#### **2. Minimum or Selection Requirements are listed in the job posting.**

- a. YOUR APPLICATION WILL BE ACCEPTED ONLY IF IT CLEARLY SHOWS YOU MEET THESE REQUIREMENTS. The information you give will determine your eligibility and is subject to verification at any time.
- b. You must be at least 16 years of age at the time of appointment unless other age limits are stated on the job posting. The Federal Age Discrimination in Employment Act (ADEA) of 1967, as amended, prohibits discrimination on the basis of age for any individual over age 40.
- c. Your experience may be paid or unpaid unless the job posting states otherwise. Experience is evaluated on the basis of a verifiable 40-hour week.

#### **3. Application Deadline:**

- a. All job applications must be completed and submitted by the last day of the filing period and closing time as indicated on the job posting unless other instructions are provided. Job postings with an open continuous filing period are subject to closure without prior notice. It is to your advantage to file your application early and not wait until the last allowable date and time as you will not be able to apply once the filing period has closed.
- b. Applications for positions designated "Apply in Person" must be filed in person at the address provided on the job posting.

#### **4. Change of Name or Address:**

To change personal information such as your name or address, log into your profile and make the necessary change. This can be done at any time.

#### **5. Promotional Examinations:**

- a. Some of your experience may have been in a position in which such work is not typically performed. If such experience is permitted as indicated on the job posting, a signed Verification of Experience Letter (VOEL) signed by your department's Human Resources Office must be attached to your application unless otherwise stated on the job posting.
- b. If indicated on the job posting, permanent employees who have COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND HOLD A QUALIFYING PAYROLL TITLE may file for promotional examinations if they are within six months of meeting the experience requirements by the last day of filing or at the time of filing for open continuous exams.

#### **6. Equal Employment Opportunity/Non-Discrimination Policy:**

- a. It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, color, religion, sex, national origin, age, sexual orientation or disability.
- b. If you require material in an ALTERNATE FORMAT or are an individual requesting REASONABLE ACCOMMODATION(S) in the examination process for a physical or mental disability, please CONTACT THE AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR LISTED ON THE JOB POSTING. The provision of reasonable accommodation may be subject to verification of disability as allowable with State and Federal law. All disability-

**Social Security Act of 2004:** Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website [www.socialsecurity.gov](http://www.socialsecurity.gov), or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

**Record of Convictions:** As part of the selection process you may be required to complete and submit a Candidate Conviction History Questionnaire (CCHQ). PLEASE DO NOT SUBMIT THE CCHQ WITH YOUR APPLICATION, unless instructed to do so. A full disclosure of all convictions is required, when requested. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.

For more information regarding convictions that are not subject to disclosure, please refer to the CCHQ from the link below:  
<http://file.lacounty.gov/dhr/CCHQ.pdf>

**Americans with Disabilities Act of 1990:** All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator. Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number on the job posting. The County will attempt to meet reasonable accommodation requests whenever possible.

**Veteran's Credit:** In all open competitive examinations, a veteran's credit of 10 percent of the total credits specified for such examinations will be added to the final passing grade of an honorably discharged veteran who served in the Armed Forces of the United States under any of the following conditions: During a declared war; -or- During the period April 28, 1952 through July 1, 1955; -or- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; -or- During the Gulf War from August 2, 1990 through January 2, 1992; -or- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on August 31, 2010 the last day of Operation Iraqi Freedom; -or- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded. Any Armed Forces Expeditionary medal or campaign badge, including El Salvador, Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti qualifies for credit.

A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980 (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full period called or ordered to active duty.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans

related information will remain confidential.

**Disclaimer:** The County of Los Angeles is not responsible or in any way liable for any computer hardware or software malfunction which may affect the employment application or the application selection process.

You assume all responsibility and risk for the use of this system and the Internet generally. This system and the information provided on it are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the County of Los Angeles or its respective employees shall modify the foregoing or create any warranty.

The County of Los Angeles expressly disclaims any warranty that the information on this system or on the Internet generally will be uninterrupted or error free or that any information, software or other material accessible from the system is free of viruses or other harmful components. You shall have no recourse against the County of Los Angeles as the system provider for any alleged or actual infringement of any proprietary rights a user may have in anything posted or retrieved on our system.

The County of Los Angeles shall not be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of or in any way connected with the use of this system or with the delay or inability to use it (or any linked sites), or for any information obtained through this system, or otherwise arising out of the use of this system, the Internet generally or on any other basis.

NOTE: Your application is submitted using Secure Encryption to ensure the privacy of all information you transmit over the Internet.

By accepting the Use Disclaimer set forth here, you agree to all of the above terms and further agree to use this Online Job Employment Application System only for the submission of bona fide employment applications to the County of Los Angeles. Any other use of this Online Job Employment Application System, including without limitation any copying, downloading, translation, decompiling, or reverse engineering of the system, data, or related software, shall be a violation of the Use Disclaimer.

**Benefit Information:** Depending on the position, the successful candidate will enroll in a contributory defined benefit pension plan if the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013 (first employed by the County on or after December 1, 2012) – unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.

preference. Applicants must submit the documentation for each open competitive exam to qualify for veteran's credit.

**Employment Eligibility Information:** Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

**Los Angeles County Child Support Compliance Program:** In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

**The California Fair Employment and Housing Act** (Part 2.8 commencing with Section 12900 of Division 3 of Title 2 of the Government Code) and the Regulations of the Fair Employment and Housing Commission (California Code of Regulations, Title 2, Division 4, Sections 7285.0 through 8504) prohibits employment discrimination based on race or color; religion; national origin or ancestry, physical disability; mental disability or medical condition; marital status; sex or sexual orientation; age, with respect to persons over the age of 40; and pregnancy, childbirth, or related medical conditions.

**Accreditation Information:** Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

**Test Preparation:** Study Guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/job-search-toolkit>. Scroll down to the "Employment Test Assistance" section and click on the "VISIT ONLINE TEST PREP SYSTEM" link. Additional test preparation resources may be listed on the job posting.

**Equal Employment Opportunity:** It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability or any other characteristic protected by State or Federal law. All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act. The County will comply with all of its obligations under State and Federal laws regarding the provision of reasonable accommodations to applicants.

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://hr.lacounty.gov>

Position #R1667B  
CONSUMER AFFAIRS SPECIALIST  
AW

\*\*\*\*\*  
Los Angeles, CA 90010

CONSUMER AFFAIRS SPECIALIST Supplemental Questionnaire

- \* 1. The information you provide on this supplemental questionnaire will be evaluated and used to determine your eligibility to participate in the next phase of the examination process. Please be as specific as possible and include all information as requested. Comments such as "see resume or application" will not be considered as a response. Please note that all information is subject to verification at any time in the examination and hiring process. Falsification of any information may result in disqualification or dismissal.  
☐ I understand the above information and instructions.
- \* 2. How many years have you held the payroll title of Consumer Affairs Representative III, Consumer Affairs Supervisor, or Public Information Assistant in the County of Los Angeles?

- ☐ Less than 1 year
- ☐ 1 year or more
- ☐ I have not held the payroll title of Consumer Affairs Representative III, Consumer Affairs Supervisor, or Public Information Assistant in the County of Los Angeles.

\* 3. Do you have a Master's degree or higher from an accredited college or university in Public Administration, Business Administration, Public Policy, Family and Consumer Services, or a related field? *In order to receive credit, you MUST attach a copy of your diploma at the time of filing or within fifteen (15) days from application submission.*

- ☐ Yes
- ☐ No

4. If you answered "Yes" on question #3, please check the appropriate specialized degree you conferred. If you answered "No," please proceed to question #4.

- ☐ Public Administration
- ☐ Business Administration
- ☐ Public Policy
- ☐ Family and Consumer Services
- ☐ Related Field

\* 5. Do you have a Juris Doctor degree from an accredited college or university? *In order to receive credit, you MUST attach a copy of your diploma at the time of filing or within fifteen (15) days from application submission.*

- ☐ Yes
- ☐ No

\* Required Question